

# Guide for Managers SUPPORTING YOUR EMPLOYEES' SECOND OFFICIAL LANGUAGE LEARNING JOURNEY

## DRAFT

Here is the thing about supporting your employees' language learning journey, it is all about:

- ✓ demonstrating your leadership in creating a work environment conducive to the use of both official languages (OL).
- ✓ a shared responsibility – setting second OL goals with your employees and encouraging them to use the suggested tools and activities listed in the second OL Learning Journey guide.
- ✓ encouraging your employees to take linguistic risks, following their progress and having fun!

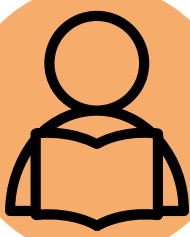
Second OL Training supports the workforce in acquiring and maintaining the language skills needed for the public service to fulfill its obligations under the Official Languages Act (OLA).

Managers are responsible for creating a work environment conducive to the use of both OL and supporting employees in their language learning and maintenance journey.

Employees should include their language training activities in their Public Service Performance Management Learning Plan.

The following are best practices on how to best support your employees in moving forward to the next level in their second OL journey. The information below is meant as a starting point for learners. Self-directed learning tools are recommended as the first step in any language learning journey. Once learners have a basic understanding of a new language, they will be more successful in in-class training. For more information on in-class training considerations, please consult the “Planning Access to Second Language Learning” tool. It is important for managers to be mindful of any requests for accommodation to ensure an inclusive learning journey. Managers should have discussions with their employees regarding their second OL learning needs.

\*\*\* Please note that several additional resources will be presented in the Language Training Framework (available in 2024). \*\*\*



### BASIC LEVEL (RECEPTIVE BILINGUALISME\*)

- Encourage your employees to download the [Mauril](#) app.
- Follow your employees' progress at completing the Mauril's beginner levels 1 and 2 and encourage them to take part in daily life, social and work life challenges according to their level.
- Give your employees time to learn and gain language exposure in their second OL.
- **Lead by example:**
  - If situated in a bilingual region, ensure the use of both OL at work within your team.

- Follow your employees' progress in completing the Mauril's beginner levels 3 and 4 and suggest that they take part in daily life, social and work life challenges according to their level.
- Encourage them to complete the Canada School of Public Service (CSPS) courses listed in their second OL learning journey.
- **Lead by example:**
  - Encourage your employees to start using both OL at work using basic key sentences by introducing themselves or a colleague and listing daily work activities.
  - Remind employees that making mistakes is part of the language learning journey.



### BEGINNER LEVEL (<BBB)



### INTERMEDIATE LEVEL (BBB)

- Follow your employees' progress at completing the Mauril's intermediate level and suggest that they take part in daily life, social and work life challenges according to their level.
- Share technology tools to improve their writing such as Antidote or translation tools such as [Linguee](#) or [Termium Plus](#).
- Complete the [Language of Work: Knowing One's Rights and Responsibilities and Maintaining One's Skills - Levels B and C](#) course and encourage your employees to also complete it.
- **Lead by example:**
  - During a bilat or meeting, encourage your employee to express their ideas or thoughts, respond to factual questions and provide explanations in their second OL.

- Follow your employees' progress at completing the Mauril's advanced level.
- Encourage them to complete CSPS courses listed in their second OL learning journey.
- Help them maintain their language competency by prompting them to establish a network of contacts with whom to practice or a language buddy system.
- Encourage them to take their professional trainings/workshops in their second OL.
- **Lead by example:**
  - Adopt best practices to [chair bilingual meetings within your team](#) and encourage your employees to use their second OL in meetings.
  - Adopt the [Top ten practices for leaders](#) for building a linguistically inclusive workplace.



### ADVANCED LEVEL (CBC)

\*A person's capacity to understand the second official language (reading and listening), without necessarily having the capacity to speak or to write it.

It is important to lead by example and use both of your OL at work. Monitor your employees' progress on a regular basis to be able to best support them if they encounter any challenges. It is a shared responsibility!